

Problem	Solution
Where are helpdesk keywords?	The helpdesk chart with keywords can be found via all three Quick Links below.
Where are the MLO procedures?	The procedures can be found via all three Quick Links below.
What do I do if I chose the wrong Obtained By option in the checklist?	If the application is still in pending (not approved), send a helpdesk request to change the Obtained By. If the certification is already approved or completed, document notes in the license mini panel detailing what obtained by requirements they did meet and that the incorrect checklist option was chosen in processing.
How do I fix the wrong expiration date on an EMT certification?	Send a helpdesk request. See Changing an Expiration Date procedure #650-84 for information to include. This procedure can be found via Quick Links below.
How do I change a status?	See Changing a License Status procedure #650-89 found via Quick Links below.
What are regulations for EMT Initial, renewal and reinstatement requirements and where do I find simple info?	See the EMT Initial Certification Eligibility, Renewal and Expiration Cycles ("Cycle chart") and the EMT Certification Fees & Requirements Chart found via Quick Links below.
How do I add or delete a MLO or paramedic accreditation user?	See Form #EMSA-0918 Central Registry User Application form found via Quick Links below.
How do I reset my password?	Send a helpdesk request using the keyword: PASSWORD. The helpdesk chart can be found via the Quick Links below.
What if there is no RENEW tab?	Send a helpdesk request. If the EMT is certifying early, the system may not have generated a RENEW tab yet; EMSA will review and generate the tab. See Synchronizing Expiration Dates procedure #650-67 and Changing an Expiration Date procedure #650-84 for information to include found via Quick Links below.
What if the EMT card is not in the batch to print?	Verify that your agency is listed in the pre-requisite mini panel. If not, send a mlohelpdesk request with the subject "Other" and detail your issue in the body of the email. Quick Links are found below.
How do I help an EMT applicant lapsed over one year that has not met the NREMT requirement and is asking how to meet that requirement?	If the EMT had a NREMT card recently, they may contact NREMT for reinstatement requirements. If they never had an NREMT or it has been awhile, review the Assessment Exam procedure #650-85 to see if they qualify and follow that process. Quick links are found below.
Where can I direct an EMT who has multiple questions about certification?	If you are unable to answer the questions, you may refer them to the EMSA EMT webpage for regulations and FAQs. The webpage can be found via Quick Links below.
What if I need LEMSA Training program database help?	Send a helpdesk request using the subject: Program Database. Quick Links are found below.
Where do I get help for EMT enforcement, background check and NLI questions?	Send a helpdesk request with the subject: ENFORCEMENT. Quick Links are found below.
Where do I find regulations on EMTs, AEMTs, paramedics, discipline, CE, central registry?	All EMS Authority regulations can be found here: https://emsa.ca.gov/regulations .
Quick Links	Procedures: https://emsa.ca.gov/information_for_certifying_entities MLO Login Splash page (with link to procedures): https://emsa.ca.gov/emsregistry EMT webpage (with link to information for certifying entities at the bottom of this page): https://emsa.ca.gov/EMT/